



June 20, 2019

Completion of Drinking Water Pipe Replacement (South Tryon Street Phase 1, May Street, Foster Avenue, and Bank Street at Griffith Street)

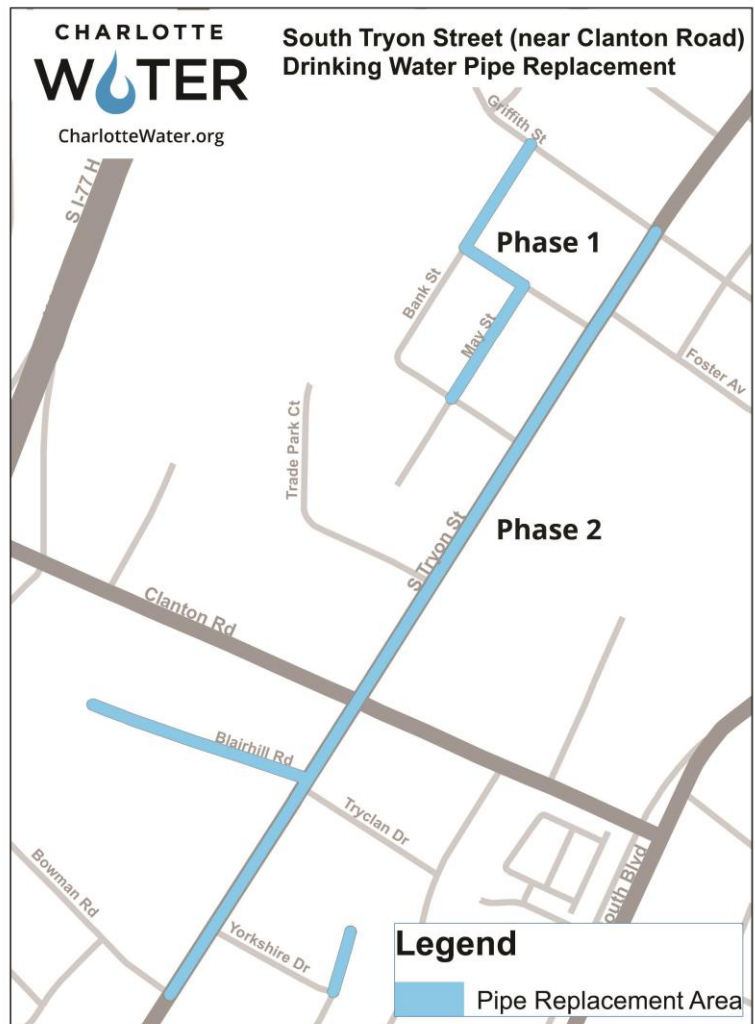
Dear Customer:

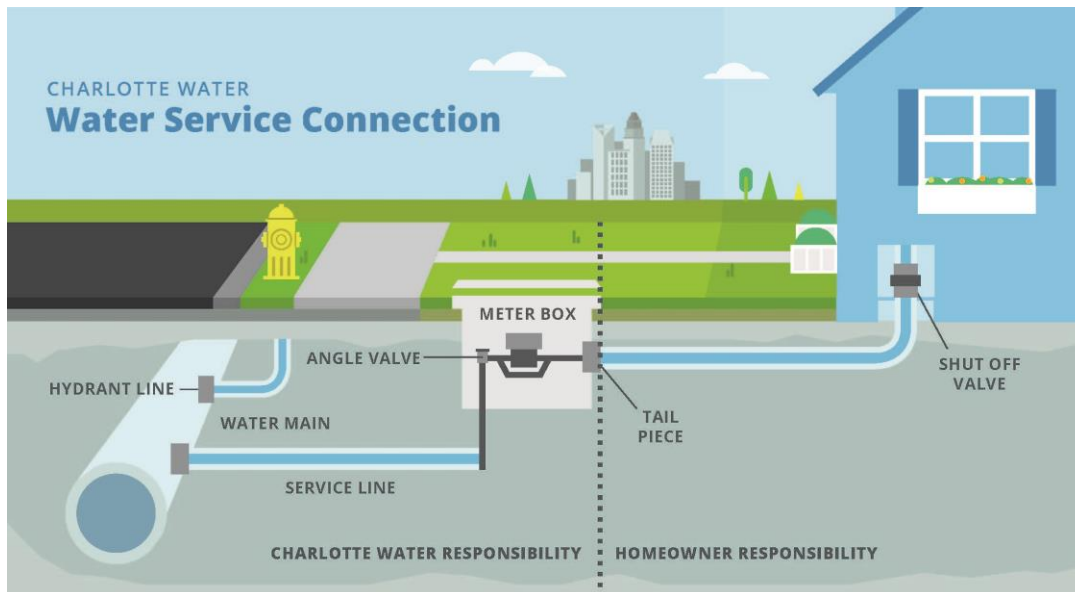
R.H. Price, under contract with the City of Charlotte, has completed water main replacement and service transfers for phase 1. All construction and restoration by CLTWater contractors includes a one year warranty.

The South Tryon Street Phase 2 Water Main Replacement (Herman Avenue to Bowman Road) is currently under design and then will get permitted. Construction will be started at a later date. Updates will be sent to customers in advance.

What should I do if I experience discolored water?

Charlotte Water is committed to providing safe drinking water throughout Mecklenburg County. If you experience discolored or cloudy water, please run cold water until it clears. If it doesn't clear up within 15 minutes, please let us know by calling 311 or 704-336-7600 anytime.





Where does my private plumbing start?

Property owners maintain all water pipe beginning at the end of the meter, which is the tail piece for a common 5/8ths inch service. They are also responsible for all plumbing, plumbing fixtures, and appliances, in their buildings. Likewise, an owner's responsibility for wastewater pipe (sewer) begins, as a rule of thumb, at the street right-of-way. There may be exceptions. Charlotte Water maintains the water meter, including the meter yoke assembly, meter box, and water and wastewater mains under public streets.

Does my plumbing need to be replaced?

Just as pipes under the street age and have an end-of-service, so does plumbing from the meter to your home and plumbing inside your home. Plan for the eventual replacement of plumbing that has already provided 50 years of service.

Who do I call about ...?

Construction and restoration questions:

- Project Inspector: Alex Tettmar, 980-287-5623 or Alex.Tettmar@charlottenc.gov
- Engineering Project Coordinator: Olivier Veille, 704-336-7461 or email Olivier.Veille@charlottenc.gov

Water leaks: 704-336-7600 and select water emergency if after hours.

Billing or general questions: 704-336-7600 between 7:00 a.m. and 7:00 p.m.

To learn more about water quality, please visit www.charlottewater.org.